Navy Personnel Research and Development Center
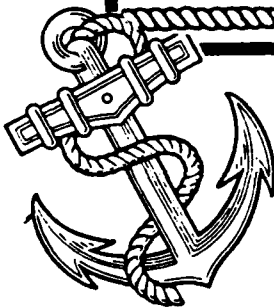
San Diego, CA 92152-6800   TN 87-19   APRIL 1987
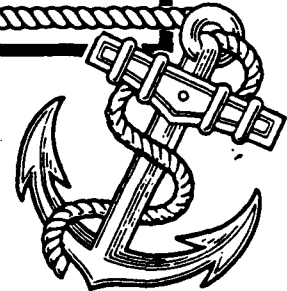
AD-A178 999

A Manual for Program Evaluation at Navy Family Service Centers

The Navy Family:
It Matters

87 4   10 019

2 April 1987

From: Commanding Officer, Navy Personnel Research and Development
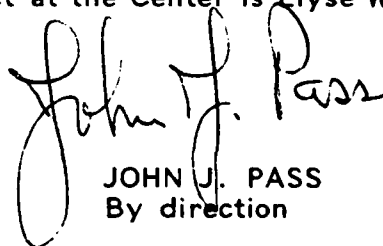   Center

Subj: A MANUAL FOR PROGRAM EVALUATION AT NAVY FAMILY SERVICE
        CENTERS

Encl: (1) NPRDC TN 87-19

1. This manual was developed for distribution throughout the Navy Family
Service Center (FSC) network as an aid to staff who will conduct annual need
assessments and program reviews of Center activities. It is directed specifically
to staff members with limited experience in systematic evaluation of social ser-
vice programs and is intended to standardize procedures and instruments across
sites so that FSC data can be aggregated at the program level.

2. In designing this standardized plan, earlier efforts by staff and volunteers
who conducted independent assessments for several FSCs must be
acknowledged. The results of those assessments provided a foundation upon
which to build. The plan also owes much to the assistance and close cooperation
of NMPC-66 staff.

3. This plan was developed after preliminary assessment of the needs of Navy
members and their families using the 1985 Navy Support Services Survey.
Results of that survey are reported in the Navy Personnel Research and Devel-
opment Center Technical Report TR 86-14, which can be obtained from the Navy
Personnel Research and Development Center, Code 623, San Diego, CA
92152-6800. Point of contact at the Center is Elyse W. Kerce, (619) 225-7768 or
AUTOVON 933-7768.

JOHN J. PASS
By direction

Distribution:
Deputy Assistant Secretary of the Navy
Deputy Chief of Naval Operations (MP&T)(OP-01)
Asst. for MPT Research and Development and Studies (OP-01B7)
Chief of Naval Operations, Human Resources Management (OP-15)
Director, Naval Military Personnel Command, Human Resources Management
  Department (NMPC-6) (NMPC-66)
Commandant of the Marine Corps (MPI-20)
Technical Director, U.S. ARI, Behavioral and Social Sciences, Alexandria,
  VA (PERI-ZT)
Manpower and Personnel Division (AFHRL/MO)

Commander, Air Force Human Resources Laboratory, Wright-Patterson Air
  Force Base,OH (AFHRL/LR-TDC)
Superintendent, Naval Postgraduate School
Defense Technical Information Center (DTIC) (2)

A MANUAL FOR PROGRAM EVALUATION
AT NAVY FAMILY SERVICE CENTERS

Elyse W. Kerce

Reviewed by
John J. Pass, Ph.D.
Director, Personnel Systems Department

Navy Personnel Research and Development Center
San Diego, California 92152-6800

AD-A178 196

REPORT DOCUMENTATION PAGE

1a. REPORT SECURITY CLASSIFICATION	1b RESTRICTIVE MARKINGS
UNCLASSIFIED	

2a. SECURITY CLASSIFICATION AUTHORITY	3 DISTRIBUTION/AVAILABILITY OF REPORT
	Approved for public release; distribution unlimited
2b DECLASSIFICATION/DOWNGRADING SCHEDULE	

4 PERFORMING ORGANIZATION REPORT NUMBER(S)	5 MONITORING ORGANIZATION REPORT NUMBER(S)
NPRDC TN 87-19	

6a NAME OF PERFORMING ORGANIZATION	6b OFFICE SYMBOL (If applicable)	7a. NAME OF MONITORING ORGANIZATION
Navy Personnel Research and Development Center	Code 623	

6c ADDRESS (City, State, and ZIP Code)	7b. ADDRESS (City, State, and ZIP Code)
San Diego, CA 92152-6800	

8a NAME OF FUNDING/SPONSORING ORGANIZATION	8b OFFICE SYMBOL (If applicable)	9. PROCUREMENT INSTRUMENT IDENTIFICATION NUMBER
Navy Family Support Program	OP-156/NMPC-66	

8c ADDRESS (City, State, and ZIP Code)	10 SOURCE OF FUNDING NUMBERS			
Washington, D.C. 20370	PROGRAM ELEMENT NO	PROJECT NO	TASK NO	WORK UNIT ACCESSION NO
		MP003A		

11 TITLE (Include Security Classification)

A MANUAL FOR PROGRAM EVALUATION AT NAVY FAMILY SERVICE CENTERS

12 PERSONAL AUTHOR(S)
Kerce, Elyse W.

13a. TYPE OF REPORT	13b TIME COVERED	14. DATE OF REPORT (Year, Month, Day)	15 PAGE COUNT
Technical Report	FROM 86 Mar TO 87 Mar	1987, April	72

16 SUPPLEMENTARY NOTATION
See NPRDC TR 86-14 for results of the 1985 Navy Support Services Survey.

17	COSATI CODES		18. SUBJECT TERMS (Continue on reverse if necessary and identify by block number)
FIELD	GROUP	SUB-GROUP	Family Service Centers, program evaluation, multiple stakeholder populations, evaluation guidelines
05	09		

19 ABSTRACT (Continue on reverse if necessary and identify by block number)

This manual for Navy Family Service Centers provides guidelines and related questionnaires/ interview protocols for systematic evaluation and assessment of needs for support services. Data collected under this plan will provide a more objective basis for tailoring the service system to the changing needs of Navy families at specific sites and facilitate effective use of resources. The plan employs a multiple-stakeholder approach, and seeks to relate utilization data to psychosocial and attitudinal indicators of readiness.

20 DISTRIBUTION/AVAILABILITY OF ABSTRACT	21. ABSTRACT SECURITY CLASSIFICATION
☒ UNCLASSIFIED/UNLIMITED ☐ SAME AS RPT ☐ DTIC USERS	UNCLASSIFIED

22a NAME OF RESPONSIBLE INDIVIDUAL	22b TELEPHONE (Include Area Code)	22c OFFICE SYMBOL
Elyse W. Kerce	(619) 225-7768	Code 623

DD FORM 1473, 84 MAR — 83 APR edition may be used until exhausted — All other editions are obsolete

SUMMARY

Background

Over the past 5 years, the Navy Family Support Program has established a network of Family Service Centers providing support services for Navy personnel and their families around the world. Following this successful implementation of the Family Service Center concept, the program now enters a phase in which emphasis must be placed on evaluation of program effectiveness. Periodic reassessment is also necessary if Centers are to remain responsive to changing needs of their Navy clientele.

Problem

Although ongoing evaluation and needs assessment are acknowledged to be essential for effective services, resources do not currently provide for evaluation specialists within the Family Support Program. This means that local Family Service Center administrators and staff, with varying levels of expertise, will be responsible for implementing the evaluation process. However, the usefulness of evaluation data will be enhanced if consistency is maintained throughout the network so that data can be aggregated at the program level.

Objectives

The objectives of this document are as follows:

1. To present the underlying rationale for evaluation design and methods of this approach.

2. To provide standardized instruments for the collection of data from appropriate subpopulations.

3. To provide guidance for Family Service Center staff who will be conducting periodic evaluations/needs assessments.

4. To assure consistency throughout the Family Service Center network and across time.

The initial sections of this manual are intended to give an overview of the evaluation design and to indicate how the data collection instruments fit together. The instruments are presented in the third section, along with a synopsis of how each is to be implemented. This is followed by an implementation checklist, along with some notes on analysis directed to the person who will function as computer analyst. Codebooks for the instruments are included as Appendix A; Appendix B contains a list of some statistical software packages.

CONTENTS

LIST OF FIGURES

LIST OF TABLES

INTRODUCTION

This manual and the questionnaires accompanying it are the basic tools for implementing an information system to assist you and the Family Support Program in long-term planning and effective resource management. The objective of the plan outlined is twofold: to assess the needs of Navy personnel and their families, paying particular attention to patterns of change; and to provide an ongoing evaluation of program effectiveness. With those objectives in mind, the broad questions you will wish to answer are:

- What are the service needs of the population served at this location?
- Who are the users of the services now offered?
- How good is the fit between needs and services?
- How satisfied are recipients of the services?

Both its individual components and the total package can be adapted easily to the unique requirements of your Center. Additional items may be included in any of the instruments to reflect your special concerns or to evaluate a recent addition or innovation in your services. Some sources of data may be omitted or substituted where this seems indicated by situational constraints. In other words, there is a great deal of flexibility built into the system. At the same time, it is sufficiently structured to provide for ease of analysis and to allow policy-level aggregation of data from multiple sites.

Answers to the questions above will be obtained from representatives of "stakeholders groups," which have an interest in the provision of social services for Navy people. Tables 1 and 2 list the stakeholder groups and provide details about the subgroups in some categories.

Family Service Centers that make use of this total package will obtain information from both users and key informants. Key informant strategies are a valuable component of many needs assessment efforts because they supplement information obtained from current and potential users with information from professionals and leaders in close contact with that user population. Not only does such strategy widen the data base, but it also serves to directly involve people who can help increase awareness of the program.

Table 1

Principal Stakeholder Groups

Family Service Center commands

Operational commands

Base commands

Navy personnel and families

Military service providers

Civilian agencies, service providers

Table 2

Breakdown of Stakeholder Groups

Civilian Service Providers	Military Service Providers
United Way	Chaplains
USO	Counseling and Assistance Center
YMCA	Branch medical psychiatric unit
Community mental health agencies	Fleet mental health
Private counseling professionals	Legal counselor
Navy Relief Society	Housing Referral Office
Red Cross	Family Advocacy Program
Ombudsmen
Special services

Operational Commands

CO/XO

Selected department heads
(or division heads)

Master chief petty officers

Career counselor

3

APPROACH

There are two direct indicators of Family Service Center effectiveness. The first is the "fit" between the expressed needs of Navy personnel and their families and the services being provided. The second is the level of satisfaction reported by service users or by commands whose members use Center services.

In addition, certain indicators of psychosocial functioning can be valuable as indirect measures of effectiveness when they are combined with more direct ones. Since these indicators, or "proxy" variables, are affected by other factors, they are not pure measures and do not reflect a direct causal relationship. Taken as a group, however, such statistical measures reflect a successful adjustment to Navy life and an ability to cope with its particular stressors. The provision of services which aid personnel and their families in achieving a successful adjustment is inherent in Family Service Center (FSC) goals.

An important feature of this evaluation plan is the provision of multiple measures of each area of effectiveness. Figure 1 presents an overview of the evaluation design and illustrates the relationship between areas of concern and various measures. The overview is further elaborated with a list of contributing stakeholder groups that are data sources. Table 3 suggests the type of data collection instrument appropriate for each group.

Separate instruments have been designed for each stakeholder group. Among these are structured interview guides as well as self-administered questionnaires. Detailed suggestions and guidelines for using each instrument will be presented later in this manual.

You will notice that some items are repeated, with slightly different wording, on several of the instruments. The items help to compare various groups and allow you to determine if, for example, command officers and service providers see the same problems as predominant or if either agrees with the users of FSCs.

The information you acquire through the direct questions should be supplemented current user statistics, command records, and information sources. The statistics routinely compiled by the Family Service Center for its quarterly report will be the cornerstone of this portion of the evaluation. They will be supplemented by user statistics of other providers and records of various commands participating in the evaluation.

Table 4 summarizes some of the characteristics and benefits of the evaluation package. In the section which follows, individual instruments will be discussed in greater detail.
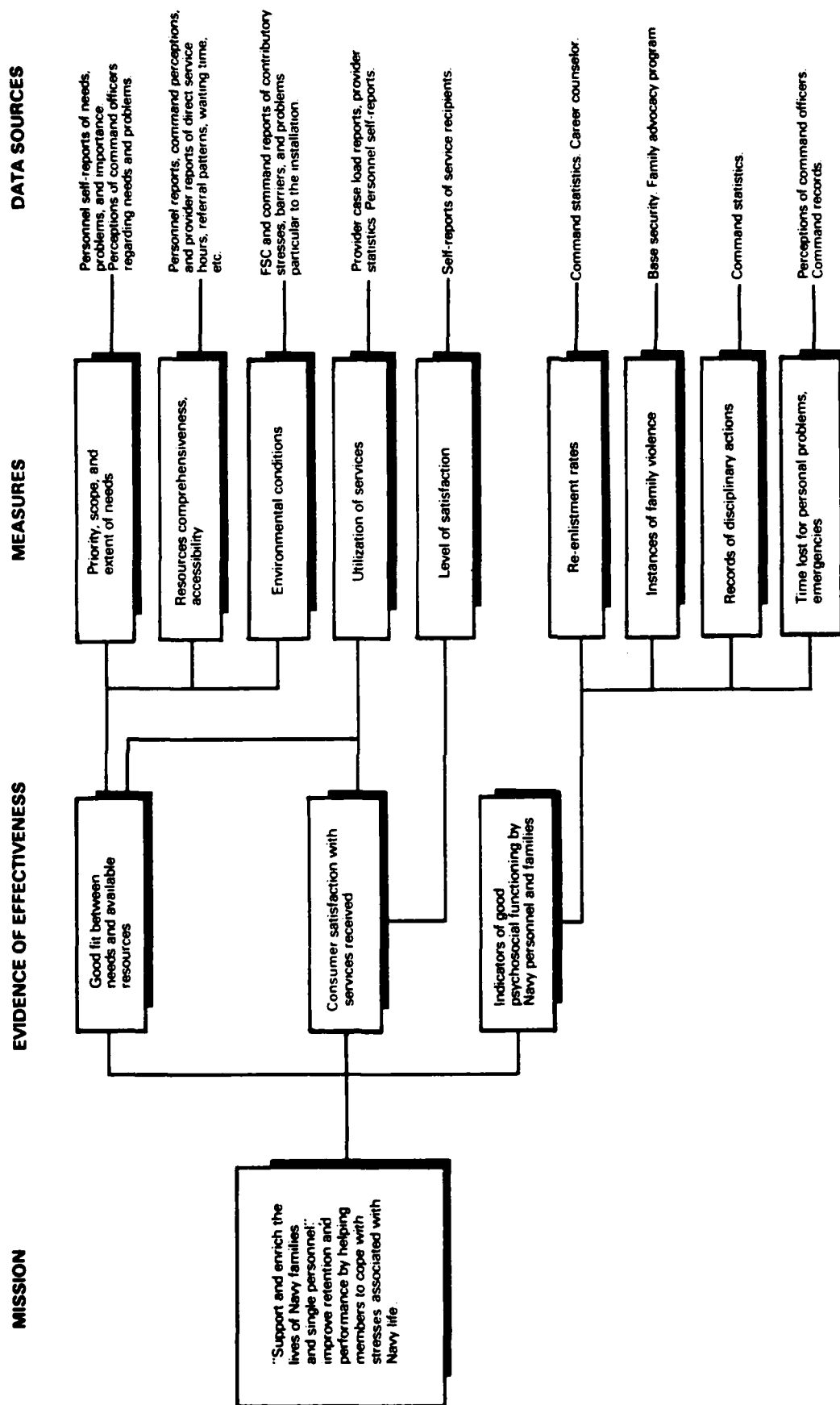
DATA SOURCES

Personnel self-reports of needs, problems, and importance. Perceptions of command officers regarding needs and problems.

Personnel reports, command perceptions, and provider reports of direct service hours, referral patterns, waiting time, etc.

FSC and command reports of contributory stresses, barriers, and problems particular to the installation.

Provider case load reports, provider statistics. Personnel self-reports.

Self-reports of service recipients.

Command statistics. Career counselor.

Base security. Family advocacy program.

Command statistics.

Perceptions of command officers. Command records.

MEASURES

Priority, scope, and extent of needs

Resources comprehensiveness, accessibility

Environmental conditions

Utilization of services

Level of satisfaction

Re-enlistment rates

Instances of family violence

Records of disciplinary actions

Time lost for personal problems, emergencies

EVIDENCE OF EFFECTIVENESS

Good fit between needs and available resources

Consumer satisfaction with services received

Indicators of good psychosocial functioning by Navy personnel and families

MISSION

"Support and enrich the lives of Navy families and single personnel; improve retention and performance by helping members to cope with stresses associated with Navy life"

Figure 1. Overview: Model of the package components.

5

Table 3

Data Collection Strategy

Source Group	Instrument
Navy Personnel	Survey Questionnaire
Commanding Officers	Interview Protocol
Career Counselors	Questionnaire
Military Service Providers	Questionnaire
Civilian Service Providers	Questionnaire
Base Commander	Interview Protocol
Commands, Providers	Summary Statistics Forms

6

Table 4

Characteristics of the Evaluation
Package for Family Service Centers

Characteristic	Benefit(s)
Conducted at level of individual Family Service Centers	• Provides commands of local Family Service Centers with current information necessary for effective management and allocation of resources • Reveals effects of unique environmental or command qualities
Utilizes multiple sources of information	• Increases reliability
Includes all principal stakeholder groups	• Increases commitment to concept of Family Service Centers; promotes a sense of "ownership"
Utilizes standardized, structured data collection instruments	• Simplifies analyses • Allows data to be aggregated on program-wide basis for policy decisions and planning. Contrasts the effects of organizational variables across Family Service Centers

DATA COLLECTION INSTRUMENTS

SERVICE MEMBER QUESTIONNAIRE

Description

The questionnaire for collecting data from Navy personnel in your service area is designed to be self-administered and to provide maximum information within a single-sheet, machine-readable format (Figure 2). These characteristics ensure speedy access to result summaries with a minimum investment of resources in response coding.

The most critical aspect of getting good data from the questionnaire is the use of a random, representative sample of all personnel within your catchment area. Some hints on accomplishing this are provided in the steps below.

Although instructions to respondents are fully contained in the questionnaire itself, you will probably want to write a letter to accompany the questionnaire, in which you emphasize its purpose and solicit participation from the selected respondent.

Please note that there is a "special answer section" on the first side of the questionnaire, which is to be used for adding items that are specific to your Center. You may add up to 10 items. Each must be worded as a multiple-choice question with no more than five response options.

Information Provided by This Instrument

- A demographic profile of Navy personnel and families within your area.
- Relative need (importance) of services as perceived by service members.
- Utilization of services.
- Types and perceived seriousness of personal or family problems.
- A comparison of services thought important vis-a-vis problems encountered.
- Satisfaction with social services received.

Recommended Steps for Collecting Data

1. Prepare a list of the various commands in your area.

2. Decide if you want to survey all commands in your area or just some commands. This decision should be guided by (a) the resources available for this effort, and (b) similarities among commands. Because this instrument requires relatively little expense and effort, similarities among commands should have greater weight in this instance. You will want to include both shore and sea commands, if appropriate, as well as any commands with personnel charac-

teristics which differ from other commands. Be sure that at least one command of each type is surveyed.

3.   Next, decide if you want to collect information from all personnel in a selected command or from a "representative" (random) sample. Random samples can provide an adequate level of precision and are more economical. An appropriate number of individuals for such a sample usually ranges from approximately 400 to 800 individuals.

4.   Solicit cooperation from the commands you want to survey and obtain computerized personnel lists. Determine the total member population. Divide that number by the required sample size to determine the "sampling interval." For example, if the sample size needed is 800 and the population is 20,000, then every 25th person listed will get the survey.

5.   To ensure you select people at random, you must begin the selection of individuals by using a random number. If you need to include every 25th person, then the random number with which you begin is between 0 and 25. Put the numbers in a hat to select the first individual's list number, and count down 25 for each consecutive selection.

6.   List your selected respondents and their mailing addresses.

7.   Prepare a transmittal letter to accompany the questionnaire. State the date by which questionnaires must be returned.

8.   If you are using additional items unique for your center, attach them to the questionnaires, add the cover letter, and mail to your selected respondents. IT IS ESSENTIAL THAT YOU ALSO INCLUDE A SELF-ADDRESSED, POSTAGE-PAID RETURN ENVELOPE.

9.   It's a good idea to follow the questionnaire mailing with reminder postcards about a week later. The better your response rate, the more reliable your data will be.

10. After an optically scanned version of the member questionnaire has become available, you will be instructed where the questionnaires should be mailed, and return envelopes should be addressed accordingly. The questionnaires will be optically scanned by the contractor and the computerized results will be returned to you.

NAVY SUPPORT SERVICES SURVEY

INSTRUCTIONS

YOUR SINCERE RESPONSES TO THE FOLLOWING QUESTIONS ARE NEEDED TO HELP FAMILY SERVICE CENTERS MEET YOUR NEEDS.

USE NO. 2 PENCIL ONLY
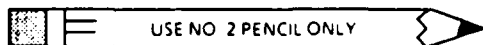
- DO NOT USE INK OR BALLPOINT PENS.
- BLACKEN THE BUBBLE COMPLETELY.
- MAKE NO STRAY MARKS.
- ERASE COMPLETELY ANY RESPONSE YOU WISH TO CHANGE.

PRIVACY ACT STATEMENT

This information is requested under the authority of 5 USC 301 regulations and will be used only for statistical studies which will aid the Family Support Program in its efforts to serve your needs. Failure to complete this questionnaire will not adversely affect you in any way. Your input is valuable to this effort.

1. Social Security Account Number

3. Sex
- O Male
- O Female

4. Date of Birth

Day	Month	Year
	Jan O	
	Feb O	
(0) (0)	Mar O	(0)
(1) (1)	Apr O	(1)
(2) (2)	May O	(2) (2)
(3) (3)	Jun O	(3) (3)
	Jul O	
(4)	Aug O	(4) (4)
(5)	Sep O	(5) (5)
(6)	Oct O	(6) (6)
(7)	Nov O	(7) (7)
(8)	Dec O	(8)
(9)		(9)

2. Race
- O Black/Afro-American
- O American Ind./Alaskan Native
- O Hispanic/Mexican/Latin American
- O Oriental/Filipino/Pac. Islander
- O White/Caucasian
- O Other

5. Pay Grade
- E1 O
- E2 O
- E3 O
- E4 O
- E5 O
- E6 O
- E7 O
- E8 O
- E9 O
- 01 O
- 02 O
- 03 O
- 04 O
- 05 O
- 06 O

6. Formal Education

Years Comp	Degrees or Diplomas
(0) (0)	
(1) (1)	
(2)	O None
(3)	O High School Equivalent
(4)	O High School
(5)	O Associate's
(6)	O Bachelor's
(7)	O Post-Graduate
(8)	
(9)	

7. Duty Type
- O Sea
- O Shore
- O Overseas Sea
- O Overseas Shore
- O Naval Air Force
- O Submarine Service
- O Accompanied
- O Unaccompanied

8. Marital Status
- O Single
- O Married
- O Divorced/Sep
- O Widowed

11. UIC

9. Dual Career Status
- O Not married
- O Navy Spouse
- O Military Spouse (other service)
- O Civilian Spouse employed
- O Civilian Spouse unemployed

10. Children Living in Household

# of children	Age of children
(1)(2)(3)(4)(5)	birth to 5 yrs
(1)(2)(3)(4)(5)	6 yrs to 9 yrs
(1)(2)(3)(4)(5)	10 yrs to 13 yrs
(1)(2)(3)(4)(5)	14 yrs to 18 yrs
(1)(2)(3)(4)(5)	Over 18 yrs

SPECIAL ANSWER SECTION
1. (A) (B) (C) (D) (E)
2. (A) (B) (C) (D) (E)
3. (A) (B) (C) (D) (E)
4. (A) (B) (C) (D) (E)
5. (A) (B) (C) (D) (E)
6. (A) (B) (C) (D) (E)
7. (A) (B) (C) (D) (E)
8. (A) (B) (C) (D) (E)
9. (A) (B) (C) (D) (E)
10. (A) (B) (C) (D) (E)

Figure 2. Sample optically scanned answer sheet.

11

In the next sections we would like you to tell us about the various types of services that you feel are needed by Navy members and their families, as well as about the problems you experience that are associated with Navy life. Indicate which services are most important to you, which services you have received, and how satisfied you were with the help you received.

12. A. How IMPORTANT are each of the services below for you and/or your family members? BLACKEN ONE CIRCLE FOR EACH SERVICE.	B. If you or a member of your family contacted the Family Service Center for any of these services, how SATISFIED were you? BLACKEN ONE CIRCLE FOR EACH SERVICE.	C. If you received any of these services from other Navy agencies, how satisfied were you? BLACKEN ONE CIRCLE FOR EACH SERVICE.

Extremely important
  Very important
    Important
      Of some importance
        Of no importance

Didn't contact Family Service
  Very satisfied
    Just so-so
      Very dissatisfied

Very satisfied
  Just so-so
    Very dissatisfied
      Didn't receive

A	B	C
O O O O O Legal counseling	O O O O	O O O O
O O O O O Marital/family counseling	O O O O	O O O O
O O O O O Personal counseling	O O O O	O O O O
O O O O O Information and referral	O O O O	O O O O
O O O O O Drug and alcohol treatment programs	O O O O	O O O O
O O O O O Medical services	O O O O	O O O O
O O O O O Child care	O O O O	O O O O
O O O O O Deployment support and information	O O O O	O O O O
O O O O O Financial education and counseling	O O O O	O O O O
O O O O O Children's protective services	O O O O	O O O O
O O O O O Housing referral services	O O O O	O O O O
O O O O O Career counseling	O O O O	O O O O
O O O O O Employment assistance for family members	O O O O	O O O O
O O O O O Relocation information and orientation	O O O O	O O O O
O O O O O Religious and pastoral counseling	O O O O	O O O O
O O O O O Youth and family recreation programs	O O O O	O O O O
O O O O O Health education programs	O O O O	O O O O
O O O O O Singles social programs	O O O O	O O O O
O O O O O Parenting education	O O O O	O O O O
O O O O O Transportation services	O O O O	O O O O
O O O O O Assistance with home or auto repairs	O O O O	O O O O
O O O O O Stress management programs	O O O O	O O O O
O O O O O Marriage enrichment programs	O O O O	O O O O
O O O O O Overseas Duty Support	O O O O	O O O O
O O O O O Ombudsman Training	O O O O	O O O O
O O O O O 'Special Needs' referrals	O O O O	O O O O

Figure 2.   Sample optically scanned answer sheet (Continued).

13. A. *If you and/or any member of*   B. *If you requested help through*   C. *If you requested help in coping*
         your family experienced any   *your Family Service Center to*   *with any of these problems*
         of the problems listed below   *help you cope with any of*   *from some other Navy*
         in the past year, how SERIOUS   *these problems, how*   *provider, how SATISFIED were*
         was it? BLACKEN ONE CIRCLE   SATISFIED were you?   you? BLACKEN ONE CIRCLE
         FOR EACH PROBLEM.   BLACKEN ONE CIRCLE FOR   FOR EACH PROBLEM.
                                                     EACH PROBLEM.

Very serious   Didn't contact Family Service   Very satisfied
  | Somewhat serious   Very satisfied | | Just so-so
  | | Not at all serious   Just so-so | | | | Very dissatisfied
  | | | Did not have this problem   Very dissatisfied | | | | | | Didn't seek help
  | | | | | | | | | | | |

O O O O   Serious or prolonged illness   O O O O   O O O O
O O O O   Alcohol or drug problems   O O O O   O O O O
O O O O   Marital discord or relationship problems   O O O O   O O O O
O O O O   Violence involving a partner or family member O O O O   O O O O
O O O O   Financial emergencies   O O O O   O O O O
O O O O   Depression   O O O O   O O O O
O O O O   Difficulty performing your job   O O O O   O O O O
O O O O   Anxiety   O O O O   O O O O
O O O O   Feelings of loneliness and isolation   O O O O   O O O O
O O O O   Child/ parent relationship problems   O O O O   O O O O

Figure 2.   Sample optically scanned answer sheet (Continued).

13

Sample Letter to be Attached to Questionnaire
Mailed to Navy Personnel

Dear Service Member:

Your Family Service Center is committed to helping you obtain the support and services you need to improve quality of life for you and your family. The purpose of this survey is to ensure that the services you need the most are accessible to you and to determine if you are satisfied with the services you have received.

You have been randomly selected from among all Navy personnel in your command, and no other person can be substituted in your place. So, although your participation in the survey is voluntary, we urge you to take a few minutes to complete this questionnaire. The information you provide should reflect the opinions of both you and your family members. If you are married, you and your spouse should complete the questionnaire together. It will tell us which services are important to you, which services you now use, and something about the problems you face.

Your responses will remain confidential, and individuals will not be identified. To make your needs known, simply fill in the appropriate circles on the questionnaire and return it in the envelope provided no later than _____. Each item is important, so please make sure that you respond to each.

Family Service Centers have been established to benefit you and your family. Please take this opportunity to make your needs known: fill out your questionnaire today.

MILITARY PROVIDER QUESTIONNAIRE

At most locations, the military providers will constitute the second largest subsample. This group should include chaplains, ombudsmen, and representatives from the following agencies:

- Counseling and Assistance Center (CAAC)
- Housing Referral Office
- Branch Medical Psychiatric Unit
- Legal Counseling Office
- Family Advocacy Program
- Special services
- Fleet mental health

The above list may not cover all providers, and you can add providers as determined by your individual Centers.

Description

This instrument is also a self-administered, mailed questionnaire. However, it can be adapted to a telephone interview format quite easily. The mailed version will make fewer demands on personnel resources without any appreciable decrease in response rates. In this case, it is not anticipated that response rate would fall below an acceptable level because the content has relevance for the intended respondents.

The Provider Questionnaire consists of a number of multiple-choice items that can easily be coded. In general, the items require only that the respondent check the appropriate option or options.

Information Provided by the Provider Questionnaire

- Description of services, including waiting time, service units per month, etc.
- Referral patterns.
- Service recipient demographics.
- Perceptions of problems experienced by service member and/or dependents.
- Services needed by service members and families.

Recommended Steps for Collecting Data from Military Service Providers

1. Draw up a list of the military offices or agencies providing social services to service members and/or their families at your base.

2. You will probably want to include all professionals providing services; for example, all counselors at CAAC, all chaplains, and so forth. However, initial contact should be with the agency director (or equivalent) to solicit cooperation. Explain the purpose of research, and determine the number of professionals at each agency. If you plan to conduct telephone interviews, ask for a list of names and telephone numbers.

16

3. Prepare an introductory cover letter to accompany the mailed question-naires.

4. Mail the required number of questionnaires to the agency director (or equivalent) for distribution to staff members, or call the names on your list to reserve an uninterrupted time for the telephone interview.

5. Code the collected data. Questionnaires can be preprinted with column numbers to facilitate coding. A codebook is provided in Appendix A.

Your Agency or Program: _____

NAVY FAMILY SERVICE CENTERS
Program Evaluation Questionnaire for Military Providers

1. Check the service category below which best describes your activities. (YOU MAY CHECK MORE THAN ONE.)

   _____ referral
   _____ evaluation/diagnosis
   _____ counseling
   _____ information
   _____ education/training
   _____ treatment
   _____ financial/material aid
   _____ crisis intervention
   _____ recreational services
   _____ child welfare

2. What is the number of full-time professional workers providing services to clients at your agency or office? _____

3. What is the average number of face-to-face interactions with clients handled by your office or agency each month, including group sessions? _____

4. Does your case load include (CHECK ONE)

   _____ many more service members than dependents
   _____ slightly more service members than dependents
   _____ about an equal number of service members and dependents
   _____ slightly more dependents than service members
   _____ many more dependents than service members

5. Which of the following family-status categories best describes Navy personnel recipients of your service(s)? (CHECK ONE)

   _____ single
   _____ single parent
   _____ married without children
   _____ married with children

6. What proportion of your case load comes to you through referrals?
(CHECK ONE)

_____ all
_____ between 80% and 100%
_____ from 60% to 79%
_____ from 40% to 59%
_____ from 20% to 39%
_____ less than 20%

7. Where do those referrals usually originate? (CHECK ONE)

_____ Family Service Centers
_____ military chain of command
_____ military agencies or providers
_____ ministers/pastors
_____ physicians/medical facilities
_____ informal sources (friends, co-workers, etc.)
_____ don't know
_____ other. PLEASE SPECIFY: _____

Here is a list of stressors commonly associated with Navy life:

a.   transient life style, frequent moves
b.   deployment and family separation
c.   environmental deficiencies such as inadequate housing, lack of
      transportation, few recreational facilities, poor medical
      facilities, etc.
d.   job-related stressors such as long hours, duty schedules,
      competitive advancement, etc.
e.   financial constraints, low family income
f.   parent/child relationship problems
g.   dangerous work

8. Which of the stressors above relates most closely to the problems
which bring Navy personnel to you for services? (ENTER THE
APPROPRIATE LETTER IN THE BLANK.) _____

9. In your opinion, which of the stressors listed above has the most
detrimental effect

_____ on individuals?
_____ on the Navy?

19

10. In which of the following are improvements needed if you are to
perform your mission adequately?   (CHECK ALL THAT APPLY.)

_____ more interaction with civilian agencies
_____ improved coordination with other military providers/services
_____ increased emphasis on preventative programs
_____ additional staff
_____ location change to become more accessible
_____ location change to increase feelings of privacy
_____ greater public visibility, increased command awareness
_____ material supports for your work (supplies and materials)
_____ additional resources (staff or budget) to allow for follow-up
        of some cases
_____ none of the above
_____ other.   PLEASE SPECIFY: _____
                              _____

11. What is the average length of time your clients wait for an appointment

_____ in a crisis situation?
_____ in a non-crisis situation?

20

12. Please indicate what priority should be given to each of the following list of services (in the allocation of effort and resources) based on how essential you believe them to be for Navy members and dependents.

	Low Priority	Medium Priority	High Priority
Legal counseling	____	____	____
Marital/family counseling	____	____	____
Personal counseling	____	____	____
Information and referral	____	____	____
Drug and alcohol treatment programs	____	____	____
Medical services	____	____	____
Child care	____	____	____
Deployment support and information	____	____	____
Financial education and counseling	____	____	____
Children's protective services	____	____	____
Housing referral services	____	____	____
Career counseling	____	____	____
Employment assistance for family members	____	____	____
Relocation information, orientation	____	____	____
Religious and pastoral counseling	____	____	____
Youth and family recreation programs	____	____	____
Health education programs	____	____	____
Singles social programs	____	____	____
Parenting education	____	____	____
Transportation services	____	____	____
Assistance with home or auto repairs	____	____	____
Stress management programs	____	____	____
Marriage enrichment programs	____	____	____
Overseas duty support	____	____	____
Ombudsman training	____	____	____
"Special needs" referrals	____	____	____

CIVILIAN PROVIDER QUESTIONNAIRE

Most of you have compiled a relatively comprehensive list of civilian agencies for referral purposes. It should provide the basis for selecting respondents in this subsample. The list below gives some suggestions for types of providers you will wish to include, but specific selection depends upon the extent of civilian resources available at your location. Because agency names change from one location to another, you will need to depend upon your referral list and the local telephone directory for accurate agency designators. The telephone book can also be your source for selecting private practitioners.

Here are some categories you will want to include:

- United Way
- Social service and welfare departments; county and state
- Mental health agencies; community, county and state
- AA and ALANON
- Public health nursing services
- Women's centers
- Planned Parenthood
- Big Brothers
- Community youth centers
- State employment development office
- Head Start
- Programs associated with local colleges
- Church agencies, such as Catholic Family Services
- Council for Community Action
- Community hot line or crisis center
- Easter Seal Rehabilitation
- Mental health professionals in private practice
- Red Cross
- Navy Relief Society
- Counselors in private practice

Description

The questionnaire to be sent to civilian providers is very similar to the military provider instrument. Again, it is designed to be a mailed survey, although it is easily adapted to a telephone interview format. Response options for many items are identical for military and civilian service providers, but wording of the item stems may differ slightly. Matched items will then be coded in the same data columns to facilitate comparisons between groups or to allow responses for the groups to be aggregated for some analyses.

Information Provided by the Civilian Provider Questionnaire

- Information about agency services, waiting time, staff size, etc.
- Referral information relative to Navy clients
- Navy client demographics
- Perceptions of salient problems of Navy clients
- Accessibility for Navy clients

Recommended Steps for Collecting Data from Civilian Service Providers

    1.   Draw up a list of agencies and practitioners providing social services in your vicinity.

    2.   In most instances, the agency director or deputy director should be the designated respondent.

    3.   Prepare an introductory cover letter to accompany mailed questionnaires.

    4.   You will probably wish to telephone those respondents with whom you have previously established a working relationship prior to mailing the questionnaire. Explain the project and solicit cooperation.

    5.   Mail questionnaires, making sure to include the postage-paid return envelope.

    6.   Follow-up calls to those who fail to return the questionnaire within the designated time are a good idea and will increase your response rate.

    7.   Code collected data as indicated in your Codebook (see Appendix A).

NAVY FAMILY SERVICE CENTERS
Program Evaluation Questionnaire for Civilian Providers

1. Check the category below which best describes your activities or services. (YOU MAY CHECK MORE THAN ONE.)

   _____ referral
   _____ evaluation/diagnosis
   _____ counseling
   _____ information
   _____ education/training
   _____ treatment
   _____ financial/material aid
   _____ crisis intervention
   _____ recreational services
   _____ child welfare

2. Do you provide services as part of a public agency, a church-related agency, or a private practice?

   _____ public agency
   _____ non-profit, private agency
   _____ private practice
   _____ other. PLEASE SPECIFY: _____

3. What is number of full-time professional workers providing services to clients at your agency or office? _____

4. What is your average number of direct client service hours per month? _____

5. Do your clients include Navy personnel and/or their dependents?

   _____ no   )
)-------- SKIP TO ITEM 11
   _____ not sure   )

   _____ yes

24

6. If you have Navy clients, does your case load include:

_____ many more service members than dependents
_____ slightly more service members than dependents
_____ about an equal number of service members and
       dependents
_____ slightly more dependents than service members
_____ many more dependents than service members

7. Do your Navy clients usually come to you through referrals?

_____ no
_____ not sure
_____ yes

8. When Navy people come to you by referral, where do those referrals originate most frequently?

_____ Family Service Center
_____ military chain of command
_____ military agencies or service providers
_____ ministers/pastors
_____ physicians/medical facilities
_____ informal sources (friends, co-workers, etc.)
_____ don't know
_____ other. PLEASE SPECIFY _____

9. Below is a list of some stressors which are commonly associated with Navy life. On the basis of your experience with Navy clients, please indicate how much you think each source of stress contributes to the problems experienced by Navy members and their families.

	Not Much	Some	A Great Deal
Transient life style, frequent moves	___	___	___
Deployment and family separations	___	___	___
Cultural isolation	___	___	___
Job related factors such as long hours, duty schedules, etc.	___	___	___
Financial constraints, low family income	___	___	___
Parent/child relationship problems	___	___	___
Dangerous work	___	___	___

25

10. Which of the above stressors relates most closely to the problems which bring Navy people to you for services?

_____

11. What is the average length of time your clients wait to be seen:

_____ in a crisis situation?
_____ in a non-crisis situation?

12. Is your office easily accessible to Navy people using public transportation?

_____ yes
_____ no
_____ not sure

13. Are you interested in increasing the number of Navy-related clients seen at your agency or practice?

_____ no
_____ neither interested nor disinterested
_____ yes

14. Do you accept payment through CHAMPUS?

_____ no
_____ yes

15. Please indicate your standard fee structure.

_____

_____

THANK YOU FOR YOUR ASSISTANCE WITH THIS SURVEY.

INTERVIEW PROTOCOL FOR COMMANDING OFFICERS

Description

For the commanding officer group, data collection changes from a paper-and-pencil approach to a face-to-face interview. Unlike many interviews, this one is highly structured to facilitate coding of core information, although you may also wish to encourage and note additional comments. Statements presented in capital letters are instructions to the interviewer and should not be read aloud.

In addition to the data from commanding officers of selected commands, equivalent data should be collected from (1) department and/or division heads within the commands and (2) master chief petty officers of the commands. Your personnel resources may be insufficient to conduct interviews with all these people. However, with few changes, the interview protocol can be modified for use as a mailed-in questionnaire. Following the commanding officer protocol there is an example of the mailed version for division officers.

Data from the command subgroups indicated above will not be collected until after the interview with the commanding officer. During the interview, it is suggested that you obtain a list of the other officers to be contacted by mail, or the questionnaires can be left with the commanding officer for distribution to others in his command. Also at that time, you will wish to leave with the commanding officer the Command Statistics Summary form which he, or someone that he designates, will complete and return by mail. This form, which is shown at the end of this section, is an essential part of the evaluation process, and its importance should be stressed when speaking with the commanding officers.

Information Provided by the Interview Protocol for Commanding Officers

- Officers' perception of and involvement with personal problems of
  service members and families
- Their assessment of the effects of such problems
- Relative contribution of Navy-related stressors to problems experienced
  by service members and families
- Perceived barriers to the use of Family Service Centers
- Importance of various social and support services

Recommended Steps for Collecting Data from Commanding Officers

1. Prepare your list of respondents.

2. Set up an interview schedule. Don't rush--allow yourself time between interviews for getting from one office to another and for cleaning up any notes you have taken.

3. Do practice the interview so you can deliver the questions in a manner that is natural for you. So long as you retain the structure of the items and response items, no harm will be done if you modify the wording of an introduction or compose your own transitional statements between items.

4.   Prepare a 5- x 7-inch card to be handed to respondents prior to Item 2. This helps to keep the options firmly in front of the commanding officer while the next items are answered.

5.   Leave questionnaires for other command members with the commanding officer for distribution, or prepare for mailing. Either way, don't forget to attach return envelopes to the questionnaires.

6.   Collect data and code as indicated in your Codebook (see Appendix A).

NAVY FAMILY SERVICE CENTERS
Interview Protocol for Commanding Officer

We have sought an interview today to ask you to help evaluate the effec-
tiveness of this Family Service Center after our first _____ years of coordinating
support services for Navy people. We are also interested in hearing your ideas
about the typical problems encountered by Navy personnel and their families
and the services required to address those problems. You are in a position to
provide a unique perspective on these matters.

1. Estimate the average number of hours you personally spend each week
    dealing with the problems of individuals in your command.

        _____ 5 hours or less per week
        _____ 6 - 10 hours per week
        _____ 11 - 20 hours per week
        _____ 21 - 30 hours per week
        _____ more than 30 hours per week

On this card is a list of some of the psychosocial problems that may be
experienced by command members and/or their dependents.
(HAND RESPONDENT CARD WITH LIST PRINTED AS SHOWN HERE.)

        A. alcohol/drug abuse
        B. family violence
        C. marital discord/relationship problems
        D. depression
        E. job performance difficulties
        F. anxiety
        G. somatic difficulties
        H. loneliness and isolation
        I. parent/child relationship problems

2. Looking at the list, which three problems do you encounter most
    frequently?

        _____ what is the most frequent?
        _____ next?
        _____ third?   (IF RESPONDENT INTRODUCES A PROBLEM
                            CATEGORY NOT ON THE LIST, WRITE IT
                            IN HERE.)

                Other: _____

29

3. Which of the problems on the list have the most serious effect on command morale and effectiveness? _____

4. I am going to read a list of major stressors that are commonly associated with Navy life. We would like you to indicate how much you believe each of these contributes to the problems experienced by people in your command and their dependents.
(CIRCLE APPROPRIATE NUMBER FOR EACH SOURCE OF STRESS.)

A. Transient life style, frequent moves

Does not Contribute	1	2	3	4	5	Contributes Great Deal

B. Deployments/family separations

Does not Contribute	1	2	3	4	5	Contributes Great Deal

C. Environmental deficiencies, such as inadequate housing, lack of transportation, few recreational facilities, poor medical facilities, etc.

Does not Contribute	1	2	3	4	5	Contributes Great Deal

D. Job-related stressors, such as long hours, duty schedules, competitive advancement.

Does not Contribute	1	2	3	4	5	Contributes Great Deal

E. Financial constraints (low family income).

Does not Contribute	1	2	3	4	5	Contributes Great Deal

F. Dangerous work

Does not Contribute	1	2	3	4	5	Contributes Great Deal

5. What percent of the problems brought to your attention do you refer to the Family Service Center?   (CHECK ONE.)

        _____ Almost all of them   )
        _____ More than 75%   )----IF OPTIONS 1,2,3 CHECKED,
        _____ Between 50% and 75%   )   SKIP ITEM 6.   GO TO ITEM 9.
        _____ Between 25% and 50%
        _____ Between 10% and 25%
        _____ Less than 10%

6. Where do you usually refer command members when they have problems?

    _____ _____ Seldom refer; prefer to handle problems within
                     command.
          _____ _____ Refer to civilian service providers or agencies.
            _ _____ Refer to other Navy agencies or service providers.

        7. Which Navy agencies or service providers do you refer to
            most
            often?

            _____
            _____

        8. Which civilian agencies or service providers do you refer to
            most often?

            _____
            _____

9. Are you generally satisfied with the outcome of problems referred to the
    Family Service Center?

        _____ yes, almost always satisfied with the outcome
        _____ frequently satisfied with the outcome
        _____ I am generally neutral about the outcome
        _____ frequently disappointed with the outcome
        _____ no, almost always dissatisfied with the outcome

31

10. What would you say are the barriers or constraints that keep people from seeking help through the Family Service Center? (CHECK ALL THAT ARE MENTIONED.)

_____ never heard of the Family Service Center
_____ concerned about confidentiality
_____ confused about the purpose of the Family Service Center or available services
_____ location inconvenient/transportation problem
_____ no provisions for child care
_____ spouse objections to seeking help
_____ negative feelings as a result of previous encounters with a Family Service Center
_____ other

11. I am going to read through a list of social services, treatment programs, and types of assistance. As I read each one, please indicate whether you consider it very important, somewhat important, or not at all important for the well-being of command members and their families. (WAIT FOR RESPONSE BEFORE READING NEXT SERVICE.)

	Not Important	Somewhat Important	Very Important
Legal counseling			
Marital/family counseling			
Personal counseling			
Information and referral			
Drug and alcohol treatment programs			
Medical services			
Child care			
Deployment support and information			
Financial education and counseling			
Children's protective services			
Housing referral services			
Career counseling			
Employment assistance for family members			
Relocation information, orientation			
Religious and pastoral counseling			
Youth and family recreation programs			
Health education programs			
Singles social programs			
Parenting education			
Transportation services			
Assistance with home or auto repairs			
Stress management programs			
Marriage enrichment programs			
Overseas Duty Support Program			
Ombudsman training			
"Special needs" referrals			

12. In your opinion, has there been a decrease in deployment inter-
    ruptions--as when individuals must return early because their pre-
    sence is required at home--since the advent of Family Service
    Centers?

        _____ Yes
        _____ Maybe
        _____ No
        _____ No opinion

13. What ONE additional social service do you feel would make the
    greatest contribution in support of Navy people in your command
    and their families?

14. Are there any further comments you would like to make about the
    services offered by FSCs, or their effectiveness--anything at all?
    NOTE COMMENTS HERE:

FOR INTERVIEWER USE:

Command is:_____

Respondent is:
        _____ Commanding Officer
        _____ Executive Officer
        _____ Department/Division Head
        _____ Master Chief Petty Officer

NAVY FAMILY SERVICE CENTERS
Program Evaluation Questionnaire for Division Officers

Your command has been selected to participate in an evaluation of the Family Service Center at your home base. While randomly selected members of the command will receive mailed questionnaires, your input is especially needed to provide another perspective. We are particularly interested in your assessment of the types of problems which are most serious and most frequent among members of the command as well as the types of support services you feel are needed. Thank you for your participation in this effort.

1. Please estimate the average number of hours you spend each week dealing with the personal or family problems of individuals in your command. (CHECK ONE RESPONSE)

       _____ 5 hours or less per week
       _____ 6 - 10 hours per week
       _____ 11 - 20 hours per week
       _____ 21 - 30 hours per week
       _____ more than 30 hours per week

Here is a list of some of the psychosocial problems that might be experienced by command members and/or their dependents. Please refer to this list when answering the next two items:

    A. alcohol/drug abuse
    B. family violence
    C. marital discord/relationship problems
    D. depression
    E. job performance difficulties
    F. anxiety
    G. somatic difficulties
    H. loneliness and isolation
    I. parent/child relationship problems

2. Which three problems from the list do you encounter most frequently among members of the command? (ENTER APPROPRIATE LETTER IN EACH OF THE BLANKS.)

       _____ what is the most frequent?
       _____ next?
       _____ third?

Any frequent problem not listed?_____

3. Which of the problems on the list have the most serious effect on command morale and effectiveness? _____

4. Some of the major stressors that are commonly associated with Navy life are included below. Please indicate on the scales provided how much you believe each of these stressors contributes to the problems experienced by people in this command.
   (CIRCLE THE APPROPRIATE NUMBER FOR EACH SOURCE OF STRESS.)

    A. Transient life style, frequent moves.

Does not Contribute	1	2	3	4	5	Contributes Great Deal

    B. Deployments/family separations.

Does not Contribute	1	2	3	4	5	Contributes Great Deal

    C. Environmental deficiencies, such as inadequate housing, lack of transportation, few recreational facilities, poor medical facilities, etc.

Does not Contribute	1	2	3	4	5	Contributes Great Deal

    D. Job-related stressors, such as long hours, duty schedules, competitive advancement.

Does not Contribute	1	2	3	4	5	Contributes Great Deal

    E. Financial constraints (low family income).

Does not Contribute	1	2	3	4	5	Contributes Great Deal

    F. Dangerous work.

Does not Contribute	1	2	3	4	5	Contributes Great Deal

5. About what percent of the problems brought to your attention do you refer to the Family Service Center? (CHECK ONE.)

    _____ Almost all of them   )
    _____ More than 75%   )----(IF YOU CHECKED OPTIONS 1,
    _____ Between 50% and 75%)   2, OR 3, SKIP TO ITEM 9.)
    _____ Between 25% and 50%
    _____ Between 10% and 25%
    _____ Less than 10%

6. If not to the Family Service Center, where do you usually refer command members when they have problems?

    _____ _____ Seldom refer; prefer to handle problems within command. (SKIP TO ITEM 9.)
    _____ _____ usually to civilian service providers or agencies.
    _ _____ usually to some other Navy agency or service provider.

7. To which Navy agency or service provider do you refer most often?

    _____
    _____

8. To which civilian agency or service provider do you refer people most often?

    _____
    _____

9. When you do refer problems to the Family Service Center, are you generally satisfied with the outcome? (CHECK ONE.)

    _____ yes, almost always satisfied with the outcome
    _____ frequently satisfied with the outcome
    _____ I am generally neutral about the outcome
    _____ frequently disappointed with the outcome
    _____ no, almost always dissatisfied with the outcome

10. What would you say are the barriers or constraints that are most likely to keep Navy members and their families from seeking help through the Family Service Center? (CHECK ALL THAT APPLY.)

_____ never heard of the Family Service Center
_____ concerned about confidentiality
_____ confused about the purpose of the Family Service Center or available services
_____ location inconvenient/transportation problem
_____ no provisions for child care
_____ spouse objections to seeking help
_____ negative feelings as a result of previous encounters with a Family Service Center
_____ other (PLEASE SPECIFY)_____

11. Listed below are a number of social services, treatment programs, and sources of assistance. Please indicate, by checking the appropriate column for each of these, if you consider a service to be very important, somewhat important, or not at all important to the well-being of command members or their families.

	Not Important	Somewhat Important	Very Important
Legal counseling	____	____	____
Marital/family counseling	____	____	____
Personal counseling	____	____	____
Information and referral	____	____	____
Drug and alcohol treatment programs	____	____	____
Medical services	____	____	____
Child care	____	____	____
Deployment support and information	____	____	____
Financial education and counseling	____	____	____
Children's protective services	____	____	____
Housing referral services	____	____	____
Career counseling	____	____	____
Employment assistance for family members	____	____	____
Relocation information, orientation	____	____	____
Religious and pastoral counseling	____	____	____
Youth and family recreation programs	____	____	____
Health education programs	____	____	____
Singles social programs	____	____	____
Parenting education	____	____	____
Transportation services	____	____	____
Assistance with home or auto repairs	____	____	____
Stress management programs	____	____	____
Marriage enrichment programs	____	____	____
Overseas Duty Support Program	____	____	____
Ombudsman training	____	____	____
"Special needs" referrals	____	____	____

12. In your opinion, has there been a decrease in deployment inter-
ruptions--as when individuals must return early because their pre-
sence is required at home--since the advent of Family Service
Centers?

        _____ Yes
        _____ Maybe
        _____ No
        _____ No opinion

13. What ONE additional social service do you feel would make the
greatest contribution in support of Navy members of this command
and their families?

_____

14. Please add any further comments you would care to make about the
services offered by the Family Service Center or their effectiveness.

15. Your command is:_____
Command UIC:_____

THANK YOU FOR YOUR ASSISTANCE.

NAVY FAMILY SERVICE PROGRAM EVALUATION
Command Statistics Summary

UIC:_____   Deployable: Yes_____
                                                       No_____

Current on-board strength of this Command?_____

    Please furnish the statistics for your Command in each of the following categories for the period from 1 January 1986 through 30 June 1986.

Reenlistment rates: (complete the following table):

	Eligible	Not Eligible	Reenlisted
1st Term	_____	_____	_____
2nd Term	_____	_____	_____
Career	_____	_____	_____

Courts martial   _____

    Summary   _____
    Special   _____
    General   _____

Unauthorized absences   _____

Drug abuse offenses   _____

Drug abuse referrals to treatment   _____

Alcohol abuse offenses   _____

Alcohol abuse referrals to treatment   _____

Vehicle or equipment damage in line of duty   _____

Personnel manhours lost for emergencies   _____
    or personal business

- - please continue on reverse side

Nonjudicial Punishments (Charges):

Article	Number of Offenses
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

CAREER COUNSELOR QUESTIONNAIRE

Description

This questionnaire is similar to others in the package except that it is designed to take advantage of the unique perspective of career counselors. While retaining some of the same item content, it also introduces new kinds of information. Item 5 is an open-ended item which will require special coding; other items are the familiar "choose one" variety.

Information Provided by the Career Counselor Questionnaire

- Importance of family issues in reenlistment decisions
- Impact of various issues on reenlistment
- Participation of member spouse
- Referral patterns
- Relative importance of services to Navy members and families
- Evaluation of Family Service Center contribution in the provision
  of services

Recommended Steps for Collecting Data from Career Counselors

1. Prepare the list of career counselors.

2. Prepare transmittal letter.

3. Mail questionnaires.

4. Follow with telephone contact for those who don't respond within time allowed.

5. Code questionnaire data, referring to your Codebook (see Appendix A).

NAVY FAMILY SERVICE CENTERS
Program Evaluation Questionnaire for Career Counselors

1. In what percentage of reenlistment decisions are family issues the primary factor?
(CHECK ONE FOR EACH GROUP.)

	For Married Members	For Single Members
More than 75% of the time	____	____
From 61% to 75%	____	____
From 46% to 60%	____	____
From 31% to 45%	____	____
From 15% to 30%	____	____
Less than 15% of the time	____	____

2. How much impact would you say the following family issues have on reenlistment decisions?

	A Great Deal	Some	Not Much
Availability of services	____	____	____
Deployment and separation	____	____	____
Concern for family's welfare	____	____	____
Financial considerations	____	____	____
Frequent geographic relocation	____	____	____
Housing quality and availability	____	____	____
Employment opportunities for spouses	____	____	____
Working conditions (i.e., long hours)	____	____	____
Cultural isolation and adjustments	____	____	____

3. Among your reenlistment counseling cases, how frequently do you have the opportunity to speak with a member's spouse, as well as with the member?

____ in most cases
____ in the majority of cases
____ in less than half the cases
____ in very few cases

42

4. Do you think that retention would improve if you had an opportunity for more contact with member spouses?

 _____ yes
 _____ maybe
 _____ no
 _____ no opinion

5. How would you suggest that contact with members' spouses might be improved?

_____

_____

6. Based on your experience, do you feel that family issues or job satisfaction have the most weight when it comes to reenlistment decisions?

 _____ Job satisfaction outweighs family issues.
 _____ Job satisfaction and family issues exert equal weight.
 _____ Family issues outweigh job satisfaction.
 _____ Don't have an opinion.

7. In the course of counseling about careers and reenlisment, do you refer members (or their families) to other agencies or service providers?

 _____ no, no reason to
 _____ no, not often
 (_____ yes, occasionally
 (_____ yes, frequently

8. If you check "yes" in the question above, to whom are you most likely to refer your cases?

_____

9. From your perspective, please indicate how important is each of the following services to Navy personnel and their families.

	Not Important	Somewhat Important	Very Important
Legal counseling	_____	_____	_____
Marital/family counseling	_____	_____	_____
Personal counseling	_____	_____	_____
Information and referral	_____	_____	_____
Drug and alcohol treatment programs	_____	_____	_____
Medical services	_____	_____	_____
Child care	_____	_____	_____
Deployment support and information	_____	_____	_____
Financial education and counseling	_____	_____	_____
Children's protective services	_____	_____	_____
Housing referral services	_____	_____	_____
Career counseling	_____	_____	_____
Employment assistance for family members	_____	_____	_____
Relocation information, orientation	_____	_____	_____
Religious and pastoral counseling	_____	_____	_____
Youth and family recreation programs	_____	_____	_____
Health education programs	_____	_____	_____
Singles social programs	_____	_____	_____
Parenting education	_____	_____	_____
Transportation services	_____	_____	_____
Assistance with home or auto repairs	_____	_____	_____
Stress management programs	_____	_____	_____
Marriage enrichment programs	_____	_____	_____
Overseas Duty Support Program	_____	_____	_____
Ombudsman training	_____	_____	_____
"Special needs" referrals	_____	_____	_____

10. In general, would you say that access to services has been improved since Family Service Centers were initiated?

_____ yes
_____ not sure
_____ no

11. In general, would you say that utilization of services has grown since Family Service Centers were initiated?

_____ yes
_____ not sure
_____ no

12. How would you characterize the attitudes of members and their families toward Navy life in the past few years?

_____ They have become more negative.
_____ They have remained about the same.
_____ They have become more positive.

13. How many counseling interviews do you conduct in an average month? _____

INTERVIEW PROTOCOL FOR STATION OR BASE COMMANDING OFFICER

Description

You will want to conduct a personal interview with the commanding officer of your base, similar to those you have had with commanding officers of various operational commands stationed there. Core items are again organized in a structured format, and many items repeat questions found on other instruments in the package. Since the structured portion of the interview has been kept quite brief, you will be able to add a few items specific to your individual Center without exceeding an appropriate time requirement.

Information Provided by the Station or Base Commanding Officer Interview

- Perception of problems experienced by Navy personnel and their families at this location
- Assessment of impact and frequency ranking of problems
- Relative contribution of Navy-related stressors to problems experienced by service members and families at this location
- Perceived impact of Family Service Center on delivery of services
- Perceived barriers to use of Family Service Center
- Importance of various social and support services

Recommended Steps for Collecting Data from Base Commanders

1. Make appointment for interview.

2. Rehearse what you will say.

3. Be sure you have the card that is used in Items 1 through 3.

4. Collect data and code as indicated (see Appendix A).

NAVY FAMILY SERVICE CENTERS
Program Evaluation Protocol for Station or Base
Commanding Officers

(SUGGESTED INTRODUCTION)

Your evaluation of the effectiveness of the Family Service Center in its first
_____ years of operation is needed to complete our assessment and evaluation
process. As part of this effort, we have interviewed commanding officers of the
various operational commands stationed here. However, you are in a unique
position to talk about special needs associated with this base and its environ-
mental aspects as opposed to the perspective of a particular command or group.
I have only a few structured questions, but any comments you would like to add
are welcome.

On this card is a list of some of the psychosocial problems that may be
experienced by Navy personnel and/or their dependents. (HAND RESPONDENT
THE CARD FOR REFERENCE DURING THE NEXT FEW QUESTIONS.)

     A. Alcohol/drug abuse
     B. Family violence
     C. Marital discord/relationship problems
     D. Depression
     E. Job performance difficulties
     F. Anxiety
     G. Somatic difficulties
     H. Loneliness and isolation
     I. Parent-child relationship problems

1. Referring to the list, which of those problems or behaviors would you
   consider to be most prevalent at this location?

   _____ most prevalent
   _____ next
   _____ third

2. Have we left any problems off the list that you would like to mention?
   (WRITE IN ANY ADDITIONAL PROBLEMS MENTIONED BY RESPONDENT.)

   _____

3. Which of the problems do you believe has the most serious impact on
   morale and performance?

   _____

47

4. Now I would like to discuss some sources of stress that might be associated with a specific duty site. As I read through the list, please tell me if you consider each one to be a serious problem, somewhat of a problem, or no problem at all for family members and Navy personnel stationed here. (RATE EACH SOURCE OF STRESS.)

	Serious Problem	Somewhat of a Problem	No Problem
Inadequate or substandard housing	___	___	___
Difficult climatic conditions	___	___	___
High cost of living	___	___	___
Lack of transportation	___	___	___
Overcrowded or poor schools	___	___	___
Few recreational facilities	___	___	___
Intercultural adjustments/conflicts	___	___	___
"Dangerous Duty"	___	___	___
Limited employment opportunities for spouse	___	___	___

5. Would you say that implementation of the Family Service Center at this facility has had considerable impact, little impact, or no impact on the utilization of support services? (CHECK ONE.)

_____ has had considerable impact
_____ has had little impact
_____ has had no impact

6. What are some of the barriers or constraints which keep people from seeking help through the Family Service Center? (CHECK ALL THAT ARE MENTIONED.)

_____ never heard of the Family Service Center
_____ concerned about confidentiality
_____ confused about the purpose of the Family Service Center or available services
_____ location inconvenient/transportation problem
_____ parents with no provision for child care
_____ spouse objections to seeking help
_____ negative feelings as a result of previous encounters
_____ other. PLEASE SPECIFY _____

7. Do you have any suggestions for increasing the visibility of the Family Service Center?

_____ No
_____ Yes   Suggestions: _____

_____

_____

8. Please help us rank the importance of a number of social services, treatment programs and other types of assistance. As I read through this list, tell me if you consider each one to be very important, somewhat important, or not important for the well-being of Navy people and their families.

	Not Important	Somewhat Important	Very Important
Legal counseling	____	____	____
Marital/family counseling	____	____	____
Personal counseling	____	____	____
Information and referral	____	____	____
Drug and alcohol treatment programs	____	____	____
Medical services	____	____	____
Child care	____	____	____
Deployment support and information	____	____	____
Financial education and counseling	____	____	____
Children's protective services	____	____	____
Housing referral services	____	____	____
Career counseling	____	____	____
Employment assistance for family members	____	____	____
Relocation information, orientation	____	____	____
Religious and pastoral counseling	____	____	____
Youth and family recreation programs	____	____	____
Health education programs	____	____	____
Singles social programs	____	____	____
Parenting education	____	____	____
Transportation services	____	____	____
Assistance with home or auto repairs	____	____	____
Stress management programs	____	____	____
Marriage enrichment programs	____	____	____
Overseas Duty Support Program	____	____	____
Ombudsman training	____	____	____
"Special needs" referrals	____	____	____

9. In general, would you like to see Navy people make more use of civilian and community support services?

        _____ no
        _____ no opinion
        _____ yes

10. What ONE additional social service do you feel would make the greatest contribution in support of Navy people and their families at this base?

    _____

IMPLEMENTING THE EVALUATION PLAN

DIRECTOR'S CHECKLIST

This section presents the sequential steps required to carry out the evaluation so that tasks can be assigned to appropriate professional or clerical staff and/or volunteers. In actual practice, there will be some time overlap among the steps. This works to your advantage, because several tasks can be in progress at the same time at various levels of responsibility.

1. Select the commands for participation:

   - List all commands based within your catchment area.
   - Classify commands by function, size, etc.
   - Select any that are unique, then add at least one command from each group of commands that are similar, a command that is typical of its category.

2. Contact commanding officers of selected commands:

   - Discuss the purpose and extent of the evaluation project; solicit cooperation and permission to contact command members.
   - Request access to the command roster and member addresses.
   - Set up an appointment for the commanding officer interview.

3. Draw the sample:

   - Draw the random sample from the combined rosters of participating commands (see "Recommended Steps for Collecting Data from Navy Populations," in Service Member Questionnaire section).
   - Compile a list of military and civilian providers and their addresses.
   - Compile the list of division officers, master chief petty officers (MCPOs), and career counselors from participating commands.

4. Compose cover letters to accompany mail questionnaires for the following subgroups:

   - Navy service members
   - Military providers
   - Division officers
   - MCPOs
   - Career counselors
   - Civilian providers

5. Assemble and prepare materials:

   - Obtain sufficient op-scan questionnaires for your sample.
   - Copy or have other instruments and cover letters printed.
   - Address mailing labels or envelopes.
   - Print self-addressed return envelopes.

6. Collect data:
   • Send out mail questionnaires.
   • Conduct interviews.

7. Arrange to have data coded:

   This process involves translation of responses into a numeric "code." Appropriate values for each response have been set forth in the codebooks contained in Appendix A. This task can be done by clerical staff or volunteers after a brief training session.

8. Input data.

9. Analyze data.

   Steps 8 and 9 are discussed in detail in the following section, Notes for the Computer Analyst.

NOTES FOR THE COMPUTER ANALYST

This section is presented for the many readers who are computer-smart but relatively inexperienced in survey research. The experienced statistical analyst, with an understanding of how the analysis tasks should be approached, will find this section is redundant.

Statistical Software

Analysis of the data collected for the evaluation will require a statistical software package, that is, a computer program to perform conventional statistical procedures on your data. Many of these not only perform the requested procedures but also guide the inexperienced user through the steps involved in running the program.

Possibly the best known statistical software, in common use at many universities and research laboratories, is the Statistical Package for the Social Sciences (SPSS). An advantage of this software is that it is supported by comprehensive documentation, which includes two Statistical Guides in addition to the User Manual. A version of SPSS is also available for the personal computer user. However, SPSS is by no means the only choice you have. In Appendix B you will find a list of some of the other packages you might choose, along with the name and address of the publisher. The customer representative for your computer hardware should be able to offer advice and recommendations to assist you in this decision.

Coding and Data Input

The time-consuming step of coding questionnaire responses into numeric values has been minimized by using an optically scanned format for surveying the largest subpopulation involved in the evaluation (service members). The completed forms will be mailed directly to NMPC-66 in Washington, DC (or to the contractor), which will in turn provide FSCs with processed data.

To further simplify the coding process, codebooks are included as Appendix A to this manual. Scrupulous adherence to established codes will allow data from all FSCs to be aggregated at the program level. Further, column fields are designated so that subgroups can be combined in the analysis for selected items. For these reasons, it is important that common coding strategies be used throughout the FSC community. This strategy is facilitated by the use of structured response formats--that is, the respondent must choose from a limited number of structured responses rather than answer in his or her own words. For the few items where additional comments are appropriate, it is suggested that comments be compiled and analyzed separately from the coded data.

Because responses of the largest subgroup are input via an optical scanner, it becomes feasible to enter data from smaller subgroups from the computer terminal. Experienced key-entry personnel often work directly from the coded questionnaires. However, many less experienced personnel find it easier to

enter the numeric codes on a keypunch worksheet first, and then work at the terminal. An alternative is to engage one of the many key-entry services to prepare a data tape or disk to be read by your computer.

Analysis Strategies

The analysis of survey data should be guided by the twin goals of description and explanation. There are both simple and elaborate techniques for achieving each of these goals. For purposes of this evaluation and needs assessment plan, it is recommended that individual FSCs concerned with local data restrict their efforts to the simple techniques. More complex analyses can then be conducted at the program level with the aid of a statistical consultant. A great deal of useful information can be gained from the simple techniques to be discussed here.

The data obtained from the combined questionnaires can be used to address a number of different questions, including all those shown in Table 5. NMPC-66 will have specific questions they wish to answer and will perform their own analysis for the aggregated data. At the local level, there is room for some individuality in analysis procedures. It is a good idea to begin your analysis by formulating research questions. Be as specific as you can in stating the questions. Write them down and use them as a guide in determining how individual variables will be analyzed. The questions that have been listed here are to get you started, and many more are sure to occur to you as you become more familiar with the data.

Plan to begin your analysis by measuring what was said, that is, by getting a count of response options to individual items. This is done by examining one item or variable at a time with "frequency distributions" produced by the statistical software. A frequency distribution is simply a table indicating how frequently each option was chosen. Results are presented both as raw numbers and as percentages. Figures 3 and 4 are the annotated output from typical frequency distribution procedures using the SPSS software. These examples are based on items from the 1985 Navy Support Services Survey (Soriano, Sander, & Glaser, 1986). In the first, respondents answered the question "How important is it for you and your dependents to have available a Navy service center that offers information and referral, counseling, and educational classes?" The second example presents results from the question "Do you intend to make the Navy your career?"

Using the same examples, let us consider how you might explore the associations between variables or characteristics. No doubt you will want to know more than what was said, you will also want to know who said it. For example, you might wish to know the marital status of the individuals who answered "very important" to the question in Figures 3 and 4. If single Navy members answer the question one way and married members answer it another, you learn something quite different than if the responses are evenly distributed among all marital-status groups. Most often, the purpose of subgroup descriptions is comparative. Thus, such two-variable tables show the frequency of one variable by the categories of another. In the above example, one might assume that the importance of a Center would vary for different family-status groups.

54

Table 5. Some Examples of Research Questions to be Addressed with Evaluation
         Data

How important are each of the services listed, in the opinion of the Navy members in your sample?

   Which is the most important?
   Which is the least important?

In the opinion of commanding officers and division officers, which services are the most important and which are least important?

How do providers--both military and civilian--rate the importance of various services?

   Are civilian and military providers in agreement about importance of services?

Which services are most important to Navy families?

Which services are most important to Navy members who are single?

Are the services judged to be most important by Navy members also the services that are used most frequently?

Which services are used most frequently

                                        by Navy families?
                                        by Navy single members?

Are there differences in utilization of services by commands?

What do Navy members consider to be the most serious problems or stresses?

Do commanding officers and providers agree with the Navy members about the most serious problems or stresses?

Do civilian and military providers agree on the matter of which problems are most serious?

Are the services used most frequently those intended to address the problems judged to be most serious?

In general, how satisfied are users with the services they have received?

Which services have the highest satisfied user scores? Which have the lowest?

Is there a difference in satisfaction by family status?

What type of services are furnished most frequently by civilian providers?

What referral patterns bring Navy clients to civilian agencies?

Do civilian providers see more Navy personnel or more Navy family members?

How much time must command officers devote to dealing with personal problems of command members?

Do commands whose members make more frequent use of support services appear to have fewer problems as reflected by statistical indicators?

Which problems have the most serious impact on job performance, in the opinion of commanding officers?

What problems do career counselors see as having the greatest impact on reenlistment decisions?

YYD [a]   IMPORTANCE OF NSC AVAILABLE [b]

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
VERY IMPORTANT	1 [c]	2874 [d]	19.8 [e]	20.2 [f]	20.2
SWHAT IMPORTANT	2	4087	28.1	28.7	48.9
NOT SURE	3	2709	18.6	19.0	68.0
SWHAT UNIMPORTANT	4	1884	13.0	13.2	81.2
VERY UNIMPORTANT	5	2676	18.4	18.8	100.0
INVALID RESPONSE	0	4	.0	MISSING	
NO RESPONSE GIVEN	9	293	2.0	MISSING	
	TOTAL	14527	100.0	100.0	

VALID CASES   14230 [g]   MISSING CASES   297

a = abbreviated "name" of the variable

b = abbreviated label for the variable

c = the numeric code assigned to the "very important" response

d = the actual number of respondents who selected the "very important" response

e = the percent of total respondents, including those who did not answer this question, who selected the "very important" response

f = the percent of respondents who answered the question who selected the "very important" response

g = the total number of respondents who answered the question with a valid response

Figure 3.   Typical computer output for a frequency distribution.

CARR [a]   CAREER INTENTION [b]

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
DEFINITELY YES	1 [c]	6711 [d]	46.2 [e]	46.4 [f]	46.4
PROBABLY YES	2	2807	19.3	19.4	65.8
NOT SURE	3	2562	17.6	17.7	83.6
DEFINITELY NOT	5	1210	8.3	8.4	91.9
PROBABLY NOT	4	1166	8.0	8.1	100.0
NO RESPONSE GIVEN	9	53	.4	MISSING	
INVALID RESPONSE	0	13	.1	MISSING	
TOTAL		14527	100.0	100.0	

VALID CASES   14456 [g]   MISSING CASES   71

a = abbreviated "name" of the variable

b = abbreviated label for the variable

c = numeric code assigned to the "definitely yes" response

d = the actual number of respondents who selected the "definitely yes" responses

e = the percent of total respondents, including those who did not answer this question, who selected the "definitely yes" response

f = the percent of respondents who answer the question who selected the "definitely yes" response

g = the total number of respondents who answered this question with a valid response

Figure 4.   Example of a one-way frequency table.

Tables of this type, with two or more variables, are sometimes called "crosstabulations." Figure 5 shows the computer output from a crosstabulation procedure using the two variables from Figures 3 and 4.

```
- - - - - - - - - - - - - C R O S S T A B U L A T I O N   O F  - - - - - -
   YYO      IMPORTANCE OF NSC AVAILABLE  BY  CARR      CAREER INTENTION
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
```

a COUNT	CARR					
ROW PCT	DEFINITE	PROBABLY	NOT SURE	PROBABLY	DEFINITE	ROW
COL PCT	LY YES	YES		NOT	LY NOT	TOTAL
TOT PCT	1	21	31	41	51	

YYO

1 b VERY IMPORTANT	1238 c 43.3 d 18.8 e 8.7 f	604 21.1 22.0 4.3	597 20.9 23.9 4.2	216 7.6 18.9 1.5	202 7.1 17.0 1.4	2857 20.2 g
2 SWHAT IMPORTANT	1794 44.1 27.2 12.7	888 21.8 32.3 6.3	780 19.2 31.2 5.5	328 8.1 28.7 2.3	277 6.8 23.4 2.0	4067 28.7
3 NOT SURE	1141 42.3 17.3 8.1	556 20.6 20.2 3.9	544 20.2 21.8 3.8	234 8.7 20.5 1.7	223 8.3 18.8 1.6	2698 19.1
4 SWHAT UNIMPORTAN	931 49.6 14.1 6.6	341 18.2 12.4 2.4	265 14.1 10.6 1.9	184 9.8 16.1 1.3	157 8.4 13.2 1.1	1873 13.3
5 VERY UNIMPORTANT	1485 55.8 22.5 10.5	358 13.5 13.0 2.5	311 11.7 12.5 2.2	181 6.8 15.8 1.3	326 12.3 27.5 2.3	2661 18.8
COLUMN TOTAL	6589 h 46.5	2747 19.4	2497 17.6	1143 8.1	1185 8.4	14161 100.0

NUMBER OF MISSING OBSERVATIONS = 366

a = table legend (explanation of figures in each cell)

b = numeric value assigned to the "very important" response

c = total number in the sample who both intend a Navy career and think a Center is "very important"

d = percent of all those who said a Center is "very important" who also intend a Navy career

e = percent of all those who intend a Navy career who also said a Center is "very important"

f = total percent of the sample who said a Center is "very important"

g = total percent of the sample who definitely intend a Navy career

Figure 5.   Annotated output from a crosstabulation procedure.

59

A final example (Figure 6) compares men and women in terms of career intentions. In much the same manner, you may wish to look at how commanding officers versus MCPOs or military versus civilian providers perceive the various sources of stress associated with Navy life.

```
- - - - - - C R O S S T A B U L A T I O N   O F   - - - - - - - - -
CARI:     CAREER INTENTION BY SEX       SEX OF SERVICE MEMBER
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -


                              SEX
                  COUNT  I
                  ROW PCT IMALES      FEMALES      ROW
                  COL PCT I                        TOTAL
                  TOT PCT I      1I          2I
CARI               --------+--------+--------+
                       1 I    5903 I    717 I   6680
DEFINITELY YES       I    89.3 I   10.7 I   46.4
                     I    47.7 I   38.0 I
                     I    41.4 I    5.0 I
                     +--------+--------+
                       2· I   2356 I    435 I   2791
PROBABLY YES         I    84.4 I   15.6 I   19.4
                     I    18.8 I   23.1 I
                     I    16.4 I    3.0 I
                     +--------+--------+
                       3 I   2170. I    381 I   2551
NOT SURE             I    85.1 I   14.9 I   17.7
                     I    17.4 I   20.2 I
                     I    15.1 I    2.6 I
                     +--------+--------+
                       4 I    987 I    176 I   1163
PROBABLY NOT         I    84.9 I   15.1 I    8.1
                     I     7.9 I    9.3 I
                     I     6.9 I    1.2 I
                     +--------+--------+
                       5 I   1029 I    177 I   1206
DEFINITELY NOT       I    85.3 I   14.7 I    3.4
                     I     8.2 I    9.4 I
                     I     7.2 I    1.2 I
                     +--------+--------+
              COLUMN      12505     1886    14391
               TOTAL       86.9     13.1    100.0

      NUMBER OF MISSING OBSERVATIONS =      136
```

Figure 6. Annotated exchange of the output from a crosstabulation procedure.

60

APPENDIX A

Codebooks for Data Collection Instruments

A. Codebook: Military Provider Questionnaire

Item	Record : Column(s)	Values
Identification	1 : 01 - 04	Assign a four digit identification code. First digit should identify class of respondent: i.e., military service provider. Next three digits are for within-class designator.
1.	1 : 05 - 14	Code each option: 0 = not checked 1 = checked 9 = no response on entire item
2.	1 : 16 - 18	Code number as given; right justify. 999 = missing, no response
3.	1 : 19 - 21	Code number as given; right justify. 999 = missing, no response
4.	1 : 23	1 = many more service members 2 = slightly more service members 3 = about an equal number 4 = slightly more dependents 5 = many more dependents 9 = missing, no response
5.	1 : 24	1 = single 2 = single parent 3 = married without children 4 = married with children 9 = missing, no response
6.	1 : 26	1 = all 2 = 80 - 100% 3 = 60 - 79% 4 = 40 - 59% 5 = 20 - 39% 6 = less than 20% 9 = missing, no response

Item	Record : Column(s)	Values
7.	1 : 27	1 = Family Service Center 2 = military chain of command 3 = military agencies/providers 4 = ministers/pastors 5 = physicians/medical facilities 6 = informal sources 7 = don't know 8 = other 9 = missing, no response
8.	1 : 28	1 = a 2 = b 3 = c 4 = d 5 = e 6 = f 7 = g 9 = missing, no response
9.	1 : 29 1 : 30	1 = a 2 = b 3 = c 4 = d 5 = e 6 = f 7 = g 9 = missing, no response
10.	1 : 39 - 49	Code each option 0 = no check 1 = check 9 = missing, no response
	1 : 50	Code responses to specify "other"
11.	1 : 51 - 53	Code number of hours. Right justify. 999 = missing, no response.
	1 : 54 - 55	Code number of days. Right justify. 99 = missing, no response.

Item	Record : Column(s)	Values
12.	1 : 64 - 80 2 : 01 - 06	Code each service.

        1 = low priority
        2 = medium priority
        3 = high priority

        9 = missing, no response

B. Codebook: Civilian Provider Questionnaire

Item	Record : Column(s)	Values
Identification	1 : 01 - 04	Assign a four digit identification code. First digit should identify class of respondent; i.e., civilian service provider. Next three digits are for within-class designator.
1.	1 : 05 - 14	Code each option: 0 = no check 1 = checked 9 = no response on entire item
2.	1 : 15	1 = public agency 2 = private non-profit agency 3 = private practice 4 = other 9 = missing, no response
3.	1 : 16 - 18	Code number given; right justify. 999 = missing, no response
4.	1 : 19 - 21	Code number given; right justify. 999 = missing, no response
5.	1 : 22	1 = no 2 = not sure 3 = yes 9 = missing, no response
6.	1 : 23	1 = many more service members 2 = slightly more service members 3 = about equal 4 = slightly more dependents 5 = many more dependents 9 = missing, no response

A-4

Item	Record : Column(s)	Values
7.	1 : 25	1 = no 2 = not sure 3 = yes 9 = missing, no response
8.	1 : 27	1 = Family Service Center 2 = military chain of command 3 = military agencies or service providers 4 = ministers/pastors 5 = physicians/medical facilities 6 = informal sources 7 = don't know 8 = other 9 = missing, no response
9.	1 : 31 - 37	Code each option: 1 = not much 2 = some 3 = a great deal 9 = missing, no response
10.	1 : 38	1 = a 2 = b 3 = c 4 = d 5 = e 6 = f 7 = g 9 = missing, no response
11.	1 : 51 - 53	Code number of hours, right justify 999 = missing, no response
	1 : 54 - 55	Code number of hours, right justify 999 = missing, no response

Item	Record : Column(s)	Values
12.	1 : 56	1 = yes 2 = no 3 = not sure 9 = missing, no response
13.	1 : 57	1 = no 2 = neither interested nor disinterested 3 = yes 9 = missing, no response
14.	1 : 58	1 = no 2 = yes 9 = missing, no response
15.	1 : 59 - 63	Code number as given; right justify 99999 = missing, no response

C.   Codebook: Protocol for Commanding Officers, ect.

Item	Record : Column(s)	Values
Command I.D.	1 : 01 - 04	List commands and assign coding number; right justify

Officer I.D.   1 : 05

1 = commanding officer
2 = executive officer
3 = department/division head
4 = MCPO
5 = other

9 = missing, no response

1.   1 : 07

1 = 5 hours or less
2 = 6 - 10 hours
3 = 11 - 20 hours
4 = 21 - 30 hours
5 = more than 30 hours

9 = missing, no response

2.   (a) 1 : 10 - 11
      (b) 1 : 12 - 13
      (c) 1 : 14 - 15

01 = A
02 = B
03 = C
04 = D
05 = E
06 = F
07 = G
08 = H
09 = I

99 = missing, no response

      (d) 1 : 16 - 17   List "other" responses, assign two-digit code.

3.   1 : 18 - 19

01 = A
02 = B
03 = C
04 = D
05 = E
06 = F
07 = G
08 = H
11 = I

99 = missing, no response

Item   Record : Column(s)   Values

4. (A through F)   1 : 20 - 25   1 = does not contribute
                                         2
                                         3
                                         4
                                         5 = contributes great deal

5.   1 : 34   1 = almost all
                                         2 = more than 75%
                                         3 = between 50 and 75%
                                         4 = between 25 and 50%
                                         5 = between 10 and 25%
                                         6 = less than 10%

                                         9 = missing, no response

6.   1 : 36   1 = seldom refer
                                         2 = refer to Navy
                                         3 = refer to civilian
                                         8 = not applicable - skipped

                                         9 = missing, no repsonse

7.   1 : 44 - 45   List all responses. Group if
                                         appropriate. Assign code numbers
                                         to each provider mentioned.

                                         88 = not applicable - skipped
                                         99 = missing, no response

8.   1 : 46 - 47   List all responses. Group if
                                         appropriate. Assign code numbers
                                         to each provider mentioned.

                                         88 = not applicable - skipped
                                         99 = missing, no response

9.   1 : 48   1 = yes, almost always satisfied
                                         2 = frequently satisfied
                                         3 = generally neutral
                                         4 = frequently dissappointed
                                         5 = no, almost always dissatisfied

                                         9 = missing, no response

A-8

Item	Record : Column(s)	Values
10.	1 : 49 - 56	Code each option:
		0 = not checked
		1 = checked
		9 = missing, no response
11.	1 : 57 - 59	Code each service:
		1 = not important
		2 = somewhat important
		3 = very important
		9 = missing, no response
	1 : 60	0
	1 : 61 - 79	Code each service:
		1 = not important
		2 = somewhat important
		3 = very important
		9 = missing, no response
12.	1 : 80	1 = yes
		2 = maybe
		3 = no
		8 = no opinion
		9 = missing, no response
13.	2 : 01 - 02	List respondents and assign two-digit code numbers.
		88 = don't know
		99 = missing, no response
UIC Number	2 : 03 - 07	Code number as given
		99999 = missing, no response

D. <u>Codebook: Command Career Counselor Questionnaire.</u> (continued)

Item	Record : Column(s)	Values
Command I.D.	1 : 01 - 04	List participating commands; assign codes.

1.a   1 : 05

    1 = more than 75%
    2 = 61 - 75%
    3 = 46 - 60%
    4 = 31 - 45%
    5 = 15 - 30%
    6 = less than 15%

    9 = missing, no response

1.b   1 : 06

    1 = more than 75%
    2 = 61 - 75%
    3 = 46 - 60%
    4 = 31 - 45%
    5 = 15 - 30%
    6 = less than 15%

    9 = missing, no response

2.   1 : 07 - 15   Code each issue:

    3 = a great deal
    2 = some
    1 = not much

    9 = missing, no response

3.   1 : 16

    1 = most cases
    2 = majority of cases
    3 = less than half the cases
    4 = very few cases

    9 = missing, no response

4.   1 : 17

    1 = yes
    2 = maybe
    3 = no
    8 = no opinion

    9 = missing, no response

Item	Record : Column(s)	Values
5.	1 : 18 - 23	List suggestions; assign a two-digit code. Enter up to three suggestions.
6.	1 : 24	1 = job satisfaction outweighs 2 = job satisfaction and family issues about equal 3 = family issues outweigh 8 = no opinion 9 = missing, no response
7.	1 : 25	1 = no, no reason 2 = no, not often 3 = yes, occasionally 4 = yes, frequently 9 = missing, no response
8.	1 : 26 - 27	List referrals mentioned by career counselors; assign two-digit codes. 88 = not applicable (answered 1 or 2 on Item 7) 99 = missing, no response
9.	1 : 57 - 79	Code each service: 1 = not important 2 = somewhat important 3 = very important 9 = missing, no response
10.	1 : 51	3 = yes 2 = not sure 1 = no 9 = missing, no response

Item	Record : Column(s)	Values
11.	1 : 52	3 = yes 2 = not sure 1 = no 9 = missing, no response
12.	1 : 53	1 = more negative 2 = remained the same 3 = more positive 9 = missing, no response
13.	1 : 54 - 56	Code number response. Right justify.

E. Codebook: Base Commander Protocol Questionaire.

Item	Record : Column(s)	Values

1.
(a) 1 : 10 - 11
(b) 1 : 12 - 13
(c) 1 : 14 - 15

01 = A
02 = B
03 = C
04 = D
05 = E
06 = F
07 = G
08 = H
11 = I

99 = missing, no response

2.
1 : 16 - 17

List additional problems
mentioned. Assign two-digit
code.

88 = don't know
99 = missing, no response

3.
1 : 18 - 19

01 = A
02 = B
03 = C
04 = D
05 = E
06 = F
07 = G
08 = H
11 = I

99 = missing, no response

4.
1 : 25 - 33

Code each stress source:

1 = serious problem
2 = somewhat of a problem
3 = no problem

9 = missing, no response

5.
1 : 35

1 = considerable impact
2 = little impact
3 = no impact

9 = missing, no response

Codebook: Base Commander Protocol Questionaire. (continued)

Item   Record : Column(s)   Values

6.   1 : 37 - 43   Code each option:

                                                  0 = not checked
                                                  1 = checked

                                                  9 = no response,
                                                        entire item

```
I------------------------------------I
I PLEASE NOTE THAT COLUMN LOCATIONS I
I FOR   ITEM 7.   ARE   NOT   IN   THE    I
I SEQUENTIAL POSITION, IN   ORDER TO I
I INTEGRATE THIS   CODING   WITH THAT I
I OF COMMANDING OFFICERS.                 I
I------------------------------------I
```

7.   (a) 1 : 04   1 = no
                                        2 = yes

                                        9 = missing, no response

                (b) 1 : 06 - 07   list any suggestions.
                                        Assign two-digit code
                                        number.

                                        00 = no suggestions

                                        99 = if (a) equals 9

8.   1 : 57 - 79   Code each service:

                                                  1 = not important
                                                  2 = somewhat important
                                                  3 = very important

                                                  9 = missing, no response

9.   1 : 80   1 = no
                                                  2 = no opinion
                                                  3 = yes

                                                  9 = missing, no response

A-14

Item	Record : Column(s)	Values
10.	2 : 01 - 02	List responses and assign two-digit code numbers.
		88 = don't know 99 = missing, no response

APPENDIX B

Statistical Software Packages for Personal Computers

STATISTICAL SOFTWARE PACKAGES FOR PERSONAL COMPUTERS

Package Name	Supplier
CRISP	Crunch Software 1541 Ninth Avenue San Francisco, California 94122
EPISTAT	Tracy L. Gustafson, M.D. 1705 Gattis Road Round Rock, Texas 78994
PC Statistician	Human Systems Dynamics 9010 Reseda Boulevard Suite 222/Dept. APA Northridge, California 91324
SPSS PC	SPSS, Inc. 444 N. Michigan Avenue Suite 3000 Chicago, Illinois 60611
STATPRO	Wadsworth Professional Software Statler Office Bldg. 20 Park Plaza Boston, Massachusetts 02116
SYSTAT	SPSS, Inc. 444 N. Michigan Avenue Suite 30000 Chicago, Illinois 60611

END

5 – 87

DTIC